

INCIDENT REPORTING INSTRUCTIONS



DOCUMENT HISTORY

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1 PURPOSE

This instruction document is designed to support managers, Health and Safety Coordinators and staff in reporting accidents, incidents or near misses. The instruction document also provides colleagues with an insight into what to expect once they have reported an incident and how the data collected is used to address trends across the university, for example, if there is an increase in slips, trips and falls being reported.

2 INTRODUCTION

All staff at the university have a duty to report accidents, incidents and near misses so that opportunities can be taken to either prevent or reduce the chance of a similar thing happening again. By doing so, everyone can contribute to improving health and safety at the university.

In addition, the university has a legal obligation to report certain types of accident, incident and near miss to the Health & Safety Executive (HSE) under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

In order to support the university in meeting its moral and legal obligations, we are required to report all accidents, incidents and near misses related to our work to the University Health & Safety Team via [Sussex Direct](#) (or via the [webform](#), for those who do not have access to Sussex Direct). The University Health and Safety Team can then make a decision on whether a report needs to be made to the HSE.

All accidents, incidents and near misses will be followed-up to ensure that a repeat occurrence will not take place, or that the likelihood of a repeat occurrence is reduced. The level of follow-up required will depend on the severity of the incident or near miss.

This instruction document explains your responsibilities in relation to the accident, incident and near miss reporting, the procedure to follow and how data collected through the incident reporting system is used to reduce the number of incidents, accidents and near misses.

3 DEFINITIONS

3.1 Incident

An event that impacts service delivery, but does not result in injury or ill health.

3.2 Accident

An event that results in injury or ill health.

3.3 Near miss

An event that had the potential to cause injury or ill health but did not on this occasion.

This could also be an event that causes service disruption, where the provision of service(s), utilities, buildings and/or assets/equipment is interrupted causing an impact on teaching/research and/or work. For example, a leaking roof or a broken lift.

4 RESPONSIBILITIES

4.1 Principal Investigators, Line Managers

- To ensure that staff within their team are aware of the requirement to report accidents, incidents and near misses via [Sussex Direct](#) and how to access it.
- To follow-up with staff involved in accidents, incidents and near misses to ensure that they are

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receiving suitable support.

- To assist in investigations of accidents, incidents and near misses where required.
- To address recommendations and advice following an investigation to eliminate or reduce the risk of a repeat occurrence.
- To ensure staff within their team are aware of any changes to process as a result of investigation recommendations.
- To lead by example and report incidents, accidents and near misses that they are involved in and encourage colleagues to report.

4.2 Health and Safety Coordinators

- To follow-up on accidents, incidents and near misses that are allocated to them on Sussex Direct, for example, by confirming what happened and providing photos of the location of the incident.
- To use the incident data report Excel dashboard to track the number and categories of incident on a quarterly basis and present this at School and Professional Services Division Health and Safety Committee meetings.
- To use the incident data report Excel dashboard to present incident, accident and near miss data in School annual reports to the University Health and Safety Committee.
- To lead by example and report incidents they are involved in and encourage colleagues to report.
- To attend quarterly Health and Safety Coordinator Forums and actively take part in discussion around accident, incident and near miss reporting.
- Encourage staff to report incidents, accidents and near misses they are involved in or witness and ensure staff are aware of how to do this. For example, by directing them to the university accident reporting QR code poster.

4.3 All staff

- To report any incidents, accidents or near misses they are involved in or witness.
- To encourage colleagues to report incidents, accidents or near misses they are involved in.

4.4 Third parties/contractors

- To report any incidents, accidents or near misses they are involved in or witness.
- To encourage colleagues and visitors to report incidents, accidents and near misses they are involved in.

4.5 University Health & Safety Team

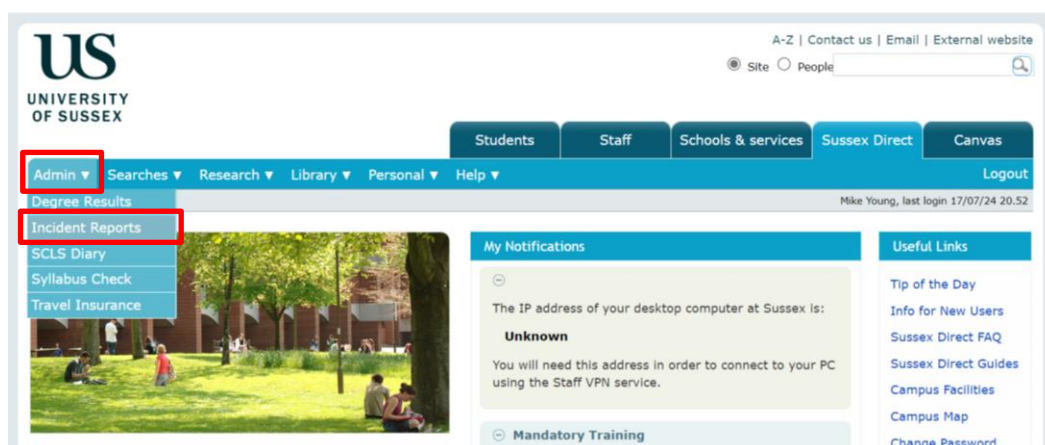
- To administer the University's Incident Reporting system (currently 'Sussex Direct').
- To review all reports that are received and to allocate these to relevant stakeholders for further investigation. These stakeholders may be Health and Safety Coordinators, Health and Safety Professionals embedded within Schools and Professional Services Divisions or other members of the University Health & Safety Team.
- To make reports to the HSE under RIDDOR where this is required.
- To provide support and guidance to colleagues around accident, incident and near miss reporting.
- To run a monthly University Health & Safety Team incident review meeting.
- To run a monthly university incident review meeting with stakeholders external to the University Health and Safety Team.
- To develop statistical reporting for the University Health and Safety Committee and related governance bodies, and University Executive Team (UET).
- To review security reports and migrate relevant health and safety incidents to Sussex Direct.

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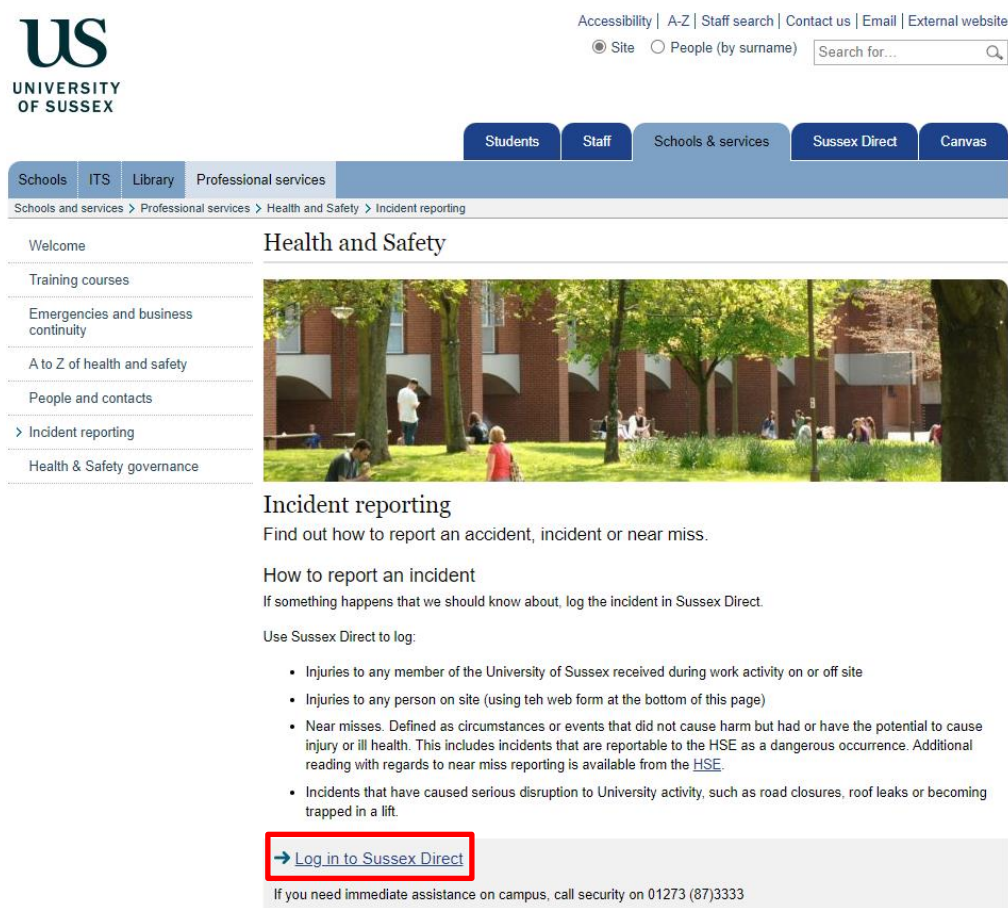
5 PROCEDURE FOR REPORTING ACCIDENTS, INCIDENTS AND NEAR MISSES

5.1 Reporting as a member of university staff

- 1) Go to [Sussex Direct](#) and login with your staff login details. Click the 'Admin' tab and select 'Incident Reports' from the drop-down menu that appears.

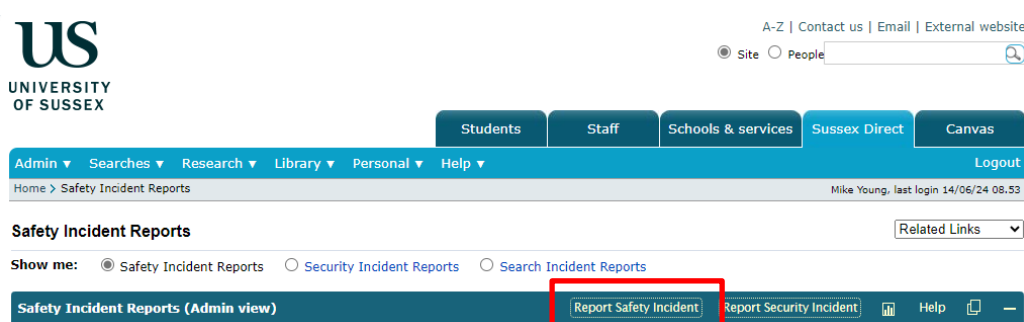


Alternatively, if you are not able to login through this route, you should go to the university [Health and Safety Team incident reporting webpage](#) and click on 'Login to Sussex Direct'.



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- At the top of the next screen, you will be presented with some options. Click on 'Report Safety Incident'.



- You will then be presented with the incident reporting form to fill in as pictured below.

The screenshot shows the 'Create Safety Incident Report' form. The form includes the following fields and options:

- Incident Date:** 14-Jun-2024
- Time:** 09:05
- Cause:** Jun 2024
- Sub-Cause:** -- Select --
- Incident Title:** [Empty text box]
- Describe Incident:** [Large text area with a calendar and a list icon]
- Building:** -- Select --
- Room:** -- Select --
- School/Division:** - Select School/Division -
- Location Description:** [Empty text box]
- Reported By:** Mike Young
- Involved Person 1:** Role: -- Select --, Type: -- Select --, Name: [Empty text box], Contact Details: [Empty text box], Line Manager: [Empty text box], Age: [Empty text box]
- Involved Person 2:** Role: -- Select --, Type: -- Select --, Name: [Empty text box]
- First Aid Given:**
- Ceased Work:**
- Taxi Voucher Issued:**
- Initial Comments / Witness Statements:** [Empty text box]
- Immediate actions taken to prevent reoccurrence:** [Empty text box]

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5.2 Incident Date and Time

In this section you need to select the date and time the incident took place, not the date and time you are making the report. If you are unsure of the specific time, provide as accurate a time as possible.

5.3 Selecting the cause and sub-cause of the incident

In these fields you need to select the main category of the incident and sub-category as follows:

Cause	Definition
First Aid – Non work related	Select this if the incident was solely a first aid incident such as someone feeling unwell and needing support from a first aider.
Incident (Personal Injury) Work related	Select this if you or someone you are reporting on behalf of has been injured as a result of a work activity, for example, if they injure their back carrying items or trip on a loose carpet tile and twist their ankle.
Near miss or dangerous occurrence	Select this if there was the potential for injury, but on this occasion an injury did not occur. For example, someone tripping on a loose carpet tile, but not twisting their ankle as a result. You should also select this cause if there was a dangerous occurrence such as an unexpected release of a hazardous substance.
Service Disruption	Select this if the event you are reporting has had an impact on the service/work your School/Division provides that may or may not have safety implications (for instance a roof leak causing pooling water). Keep in mind that this may also require a separate report to the SEF Service Centre.

For each of the causes above, a selection of sub-causes will be displayed in the drop-down menu next to it. You should select the sub-cause that best describes the category of incident you are reporting. If there isn't a category that fits the description well, you should choose the one that is closest.

5.4 Incident title and description

Here you should provide a title for the incident you are reporting. This should be clear enough to get the message across to the reader of what the report relates too. For example, 'Broken ankle from tripping on a loose carpet tile'.

The description of the incident should then provide as much detail as possible so that it is clear to the person reviewing your report what has happened. Include as much detail as possible about:

- What happened.
- Where the incident took place.
- Who was involved.
- Number of people involved.
- Work equipment involved.
- Environmental conditions.
- The names of substances involved.
- Any first aid that was provided.

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5.5 Completing other report fields

Field	Detail
Building	Record the building where the incident took place, not the building you are based from. If the incident took place outside, select the building closest to the incident location.
Room	Select the room number where the incident took place. If this field is not relevant, you can leave it blank.
School/Division	Here you should select the School or Division of the person who is involved in the incident, or that the building recorded earlier belongs too.
Location description	This field allows you to type some free text about the location of the incident if it is not immediately clear from the building and room location.
Reported by	This field should automatically populate with your name as the reporter. If this is not the case you should enter your name here manually.
Involved person 1	You should include details of the main person involved in the incident. For example, the injured party or the person who has received first aid.
Involved person 2	If there was another person involved in the incident their details should be recorded here. For example, someone who provided support to the injured party, such as a first aider.
First Aid Given	Select this check box if a first aider attended and provided support.
Ceased work	Select this check box if the injured party has had to stop work as a result of their injury.
Taxi Voucher issued	Select this check box if a taxi voucher has been issued to get the injured party to hospital, or elsewhere, in a non-emergency situation.
Initial Comments/Witness Statements	In this field additional information relevant to the incident should be recorded. For example, if there was a witness who provided a description of what happened this can be recorded here along with their details.
Immediate actions taken to prevent a reoccurrence	In this field include what has been done so far to prevent a reoccurrence of the incident. For example, a room or piece of equipment may have been taken out of use, an area may have been hazard taped off and a request raised with the SEF Service Centre for a repair to made. Where the latter has been done, the SEF Service Centre reference number should also be recorded in this field.

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5.6 Reporting as someone else (visitor to the university, students etc.)

- 1) Go to the University [Health and Safety Team incident reporting webpage](#) and scroll down to the bottom of the page to the online web form titled 'Visitors, Undergraduate Students, Contractors'.
- 2) Complete the web form as detailed in section 5.7 of this instruction document and click on the 'Submit' button.

Visitors, Undergraduate Students, Contractors

If you are a visitor to Sussex, or a student without a Sussex Direct log-in, you can fill in this form to report an incident.

This includes SEF staff who do not have access to Sussex Direct or other University IT.

Safety Concern or Incident Reporting

Campus visitors and undergraduates that are unable to log incidents on the Sussex Direct system can complete the form below to report any safety concerns they may have.

Information submitted via this form will be used to improve the safety of University activities and may be shared internally and with external partners.


Name *

University School, Division or External Company Name *

Location of Incident *

Please where possible include building name and room number

Date of Incident *

Time of Incident *

Please type the time the incident occurred in the format 00:00 (24 hour clock).

Maximum of 5 characters.

Email Address *

Telephone number

Type of incident

Details *

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5.7 Completing the incident report form as a visitor, undergraduate student or contractor.

You should complete the fields on the web form as follows:

Field	Detail
Name	Provide your full name in this section.
University School, Division or External Company	In this field you can type the School or Division you are associated with. If you are from an external company, you can type the name of the company in this field.
Location of incident	Here you should provide a description of the location of the incident, and where possible, include the building name and room number. If you are unsure, you can check with a university member of staff.
Date of incident	Select the date the incident took place, not the date you are making the report.
Time of incident	Provide the time the incident took place in 24-hour clock format. If you are unsure, provide an estimate as close to the time you think it was.
Email address	Provide an email address that the reviewer can contact you at, should further information be required. This field is mandatory.
Telephone number	If you are happy to, provide a telephone number the reviewer can call you on should further information be required.
Type of incident	Select the type of incident from the drop-down menu based on the selection criteria detailed in Section 5.3 of this instruction document.
Details	Provide a description of what happened in as much detail as possible. You can follow Section 5.4 in this instruction document to support you in completing this field.
Photos of area	If you took any photos of the location of the incident at the time, you can upload these in this section. Avoid using photos where you can identify people in the location that have not given permission for the photos to be shared.
Any additional information	You can upload additional documents in this section. For example, if you have a separate written account of what happened, additional photos or if a witness provided a written account.

5.8 What happens next?

Whichever route of reporting you have followed, the University Health and Safety Team will review the report and allocate it to either a Health and Safety Coordinator, a Health and Safety Professional within a School or Division or to another member of the University Health and Safety Team for follow-up. As part of this follow-up, you may be contacted to provide further information about the incident to help us review if there is anything that can be done to either prevent a repeat incident or to reduce the chance of it reoccurring.

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6 INCIDENT DATA REVIEW

6.1 School/Division Health and Safety Committees

On a quarterly basis Schools and Divisions hold their own local Health and Safety Committees, attended by key representatives from the School or Division. Similarly, to the University Health and Safety Committee, incidents that have occurred in the preceding three months are discussed to look at trends and to track progress of follow-up. School and Divisions can make local decisions at these meetings on how to address recurring reporting themes. Health and Safety Coordinators also attend these committees. School Health and Safety Coordinators have access to an incident reporting dashboard, which enables them to present School level incident data to their Faculty Health and Safety Committee for discussion. The outcomes from these Faculty/Division committees are then presented at the University Health & Safety Committee for discussion.

6.2 University Health and Safety Team Incident Review

On a monthly basis the University Health and Safety Team meets to review incident reports that have been received, to ensure they have been allocated to relevant stakeholders for follow-up and to track progress with follow-ups.

6.3 University Stakeholder Incident Review

On a monthly basis the University Health and Safety Team holds an incident review meeting with relevant stakeholders, such as Estates, Trade Union representatives and Health and Safety Professional colleagues. At these meetings progress with follow-ups is reviewed and stakeholders are given the opportunity to discuss incidents that have occurred and any trends in reporting.

6.4 University Health and Safety Committee

The University Health and Safety Committee meets termly where incident data and any emerging trends over the preceding reporting period are discussed (see table below for reporting periods) and mitigating actions agreed. For example, if a Division has reported a high number of violent and aggressive incidents from students, this will be reviewed and the possibility of raising awareness around personal safety in these areas of the university would be considered.

Month	Reporting period (RP) by academic year	Reported at which H&S committee
Sept	RP1	Feb
Oct		
Nov		
Dec		
Jan	RP2	May
Feb		
March		
April		
May	RP3	Contained in annual report
June		
July		
August		

Reporting Periods for the University Health and Safety Committee

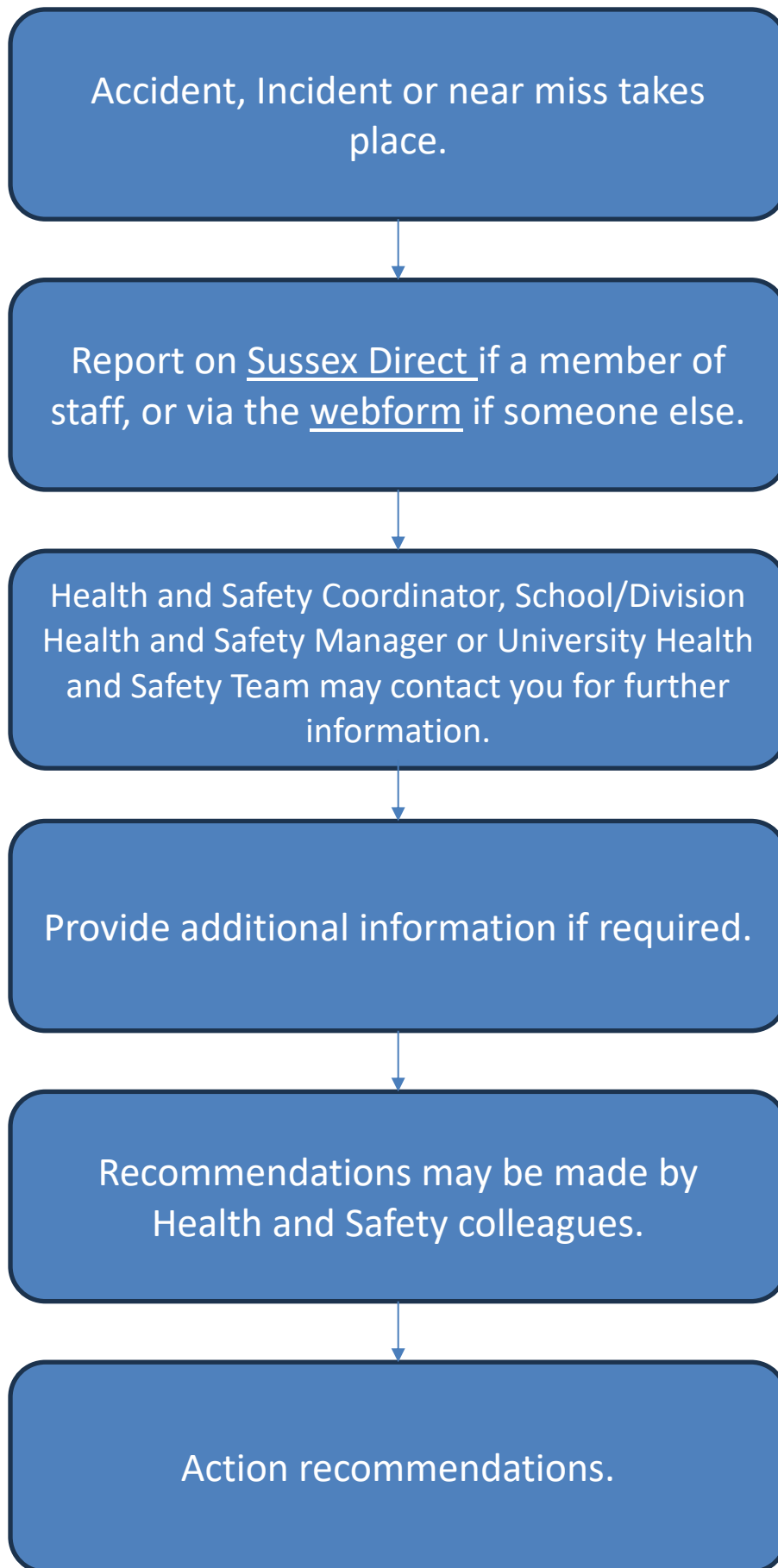
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7 REFERENCES

Sources of information include:

- [Health and Safety Team incident reporting website](#)
- [Sussex Direct Incident Reporting system](#)
- [INDG453: Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 Summary](#)

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APPENDIX 1 – FREQUENTLY ASKED QUESTIONS

1) Why do I need to report accidents and incidents?

By reporting it gives the university an opportunity to identify trends in the types of accidents that take place and to direct resources accordingly to help either eliminate or reduce the chance of them happening again. By reporting, you also help the university fulfill its legal duty under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), where it is required to report certain accidents and dangerous occurrences to the Health & Safety Executive (HSE).

2) Why do I need to report a near miss if no one has been injured?

Near misses are events that had the potential for someone to become injured, but injury was not sustained on that occasion. If nothing is done to address what caused the near miss, someone could be injured the next time. By reporting near misses, we can ensure action is taken to prevent future injury.

3) When should I report an accident, incident or near miss?

You should make the report as soon as possible after the event, but ideally within 24 hours. This ensures that the report is as accurate and contains as much detail as possible. If someone has been injured and is not able to make a report themselves, someone else can make the report on their behalf. Prompt reporting also allows the University Health and Safety Team time to report to the HSE if this is required. Where a report does need to be made to the HSE, the University has 10 days from the date of the accident in which to do so. For accidents resulting in the over-seven-day incapacitation of a worker, the University Health and Safety Team has 15 days in which to make the report.

4) Who should report?

Everyone has a responsibility to report. If something happens or if you see anything you feel is unsafe, report it. You shouldn't assume someone else will make a report, we would rather receive a duplicate report than to not receive it at all. If you are a member of staff, you can make a report through the Sussex Direct incident reporting system. Anyone else can make a report via our webform.

5) Do I need to report accidents, incidents and near misses to the Health and Safety Executive?

No. This is the role of the University Health and Safety Team. When you make a report on the Sussex Direct incident reporting system, someone in the team will assess whether it needs to be reported to the HSE as well. If it does, the University Health and Safety Team will make this report.

6) I've carried out a workplace inspection and have identified some building faults that require repair, such as a leaking tap. Should I report these on the Sussex Direct incident reporting system?

No. Workplace inspection findings and building faults do not need to be reported on the Sussex Direct incident reporting system unless they present a risk to health and safety or have caused an accident, near miss or disruption to service. Building faults should be reported to the Sussex Estates and Facilities (SEF) Service Centre (servicecentre@sef.fm).

7) I've carried out a workplace inspection and have identified something which could cause injury, such as loose or fallen ceiling tiles. Should I report this on the Sussex Direct incident reporting system?

Yes. In this instance someone could become injured by the loose ceiling tiles subsequently falling. Fallen ceiling tiles could mean that others will fall causing injury. In this instance, the area with the loose ceiling tiles should be taken out of use, a report made to the SEF Service Centre (servicecentre@sef.fm) and a near miss report made on the Sussex Direct incident reporting system, quoting the SEF reference number.

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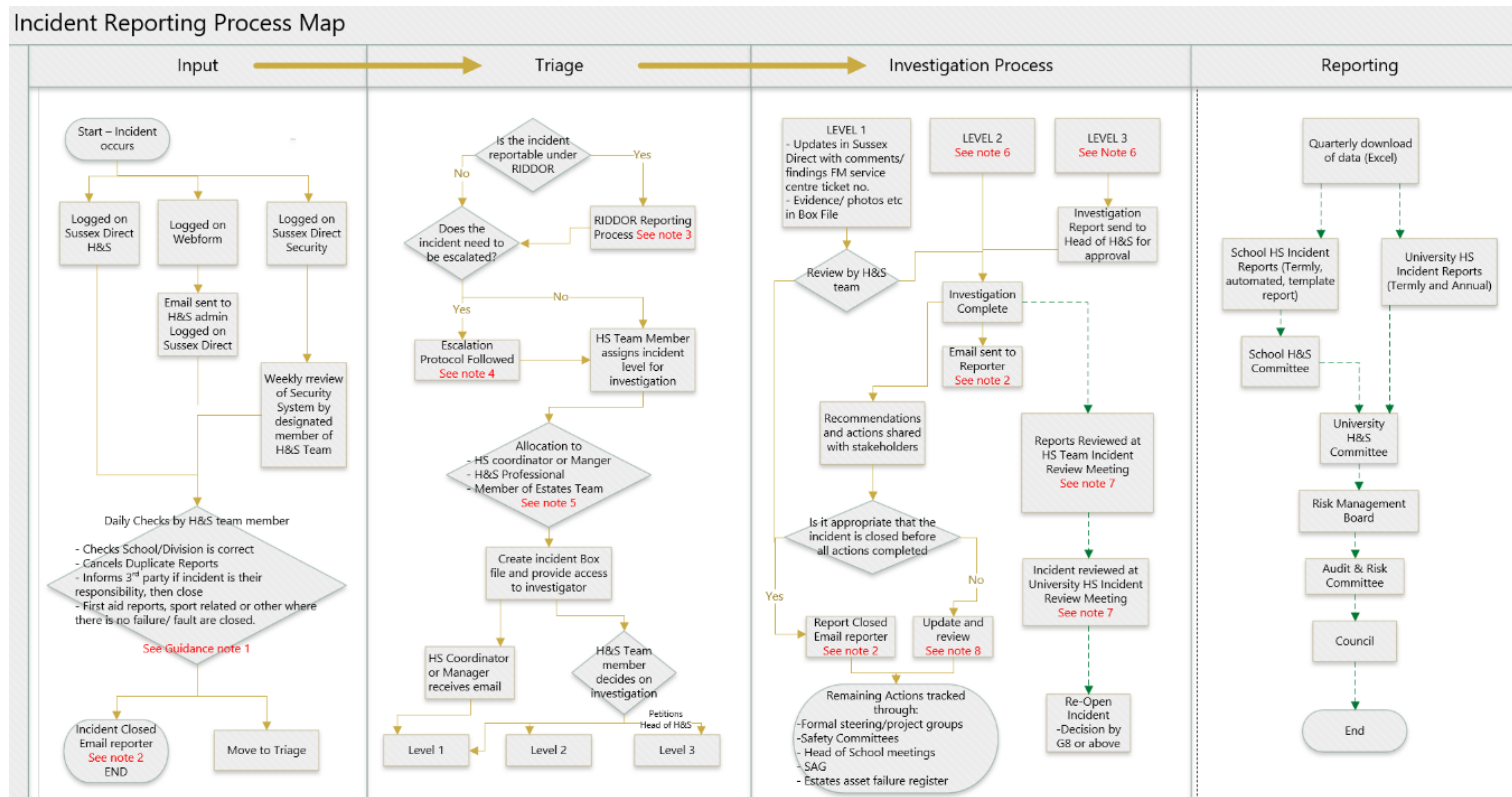
APPENDIX 2 – HAZARD OBSERVATION, NEAR MISS AND ACCIDENT EXAMPLES

Hazard Observation	Near miss	Accident
You see a ladder with a broken step.	You are using a ladder and almost step on a broken step.	You are using a ladder, and you step on a broken step and fall which results in you twisting your ankle.
You see something hanging off the edge of high shelf.	Something falls off a high shelf and lands next to you.	Something falls from a high shelf and hits you on the head which results in you sustaining a cut to your forehead.
You see equipment that is leaking water across the floor.	You almost slip on a puddle of water caused by leaking equipment.	You slipped on a puddle of water caused by leaking equipment which results in you hurting your back.
You see a dimly lit workspace with poor visibility.	You enter a dimly lit workspace and almost hit your head on something.	You enter a dimly lit workspace and hit your head on something which results in you sustaining a bump and bruising to your head.
You see a chemical waste container that is overfilled.	You try to close the lid on a chemical waste container spilling some of the contents onto the floor, but you are not injured.	You try to close the lid on a chemical waste container spilling some of the contents onto you which results in you sustaining a chemical burn.
You notice your clothing could get caught in the machinery that you are using.	Your clothing gets caught in the machinery that you are using but your clothing does not rip and you are not injured.	Your clothing gets caught in machinery that you are using, drawing you into the machine. Your clothing rips and your arm gets trapped in the moving parts of the machine.

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APPENDIX 3 – INCIDENT REPORTING PROTOCOL FLOW CHART

The diagram below is intended for members of the University Health and Safety Team and Health and Safety Coordinators. It has been provided in this instruction document for context on how reported incidents are managed.



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